# MUNICIPAL AGENT

# AUTOMATION PROJECT

# USER REQUIREMENTS


## June 16, 2000


**Prepared by Department of Safety**
**Information Services**

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**PROJECT OBJECTIVE:**

The objective of this effort is to develop a system that will allow Municipal Agents of New Hampshire to process and issue both local and the State portions of motor vehicle registrations through an efficient automated system.

In order to meet this objective, these goals need to be achieved:

- Ability to register vehicles at the local level

- Implement a system providing Municipal Agents and the DOS with high ease of use

- Design a system limiting complexity of training and MV staff support

- Design a system Motor Vehicle staff can use easily

- Design a system DOS Information Systems can easily maintain

- Design a system with reasonable cost and start-up time

- Decide whether existing designed/implemented systems are adequate

- Implement in a timely manner with a long term perspective

**PROJECT LEADERSHIP AND PARTICIPANTS:**

A primary Municipal Agent Automation Project (MAAP) Team was organized with an objective to participate oversee project progress and direction. This group developed the list of User Requirements, which represent the important foundation, which the rest of the system will be based on.

**MUNICIPAL AGENT AUTOMATION PROJECT TEAM MEMBERS**:

MUNICIPAL AGENTS

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Department of Safety, Division of Motor Vehicle
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   Peter Croteau – Information Technology Manager
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   Vicki Tinsley – Information Technology Manager

NEW HAMPSHIRE MUNICIPAL ASSOCIATION
   Heather Anderson,  Manager of Communications and Member Services


**PROJECT METHODOLOGY**:

The MAAP team agreed to utilize the Department of Safety (DOS), Information Services Bureau Systems Development Methodology as its method of managing this project in an industry standard manner ensuring disciplined, structured approaches are used. These steps include significant calculated user participation, input and sign-off at critical points.


**USER REQUIREMENTS APPROACH:**

Several meetings were held with the team made up of representatives from seven towns, one city, NH DMV, and other stakeholders between March 21, 2000 and June 6, 2000 to develop this list of User Requirements.

Discussion topics included communications, real time processing, registrations (vehicle and boat), inventory (plate and decal), titles, fees, rules, security, audits, procedures, help desk, training, and customer service.

Current functions performed by Municipal Agent (M/A) Online Towns, the substations, and Concord and the new user requirements agreed upon at the meetings are listed.

At our last meeting, we formed four (4) teams to review and prioritize each item.
The ranking scale was from '1' as the highest, to '3' as the lowest.  A '1' means "must have", where '3' means it would be nice, but not necessary at this time.

The following list represents the final User Requirements for the Municipal Agent Automation Project that was agreed to at the meetings.  A list of functions only the DOS at Concord will be able to perform and a list of items not ranked as a priority '1' is at the end of the list.

The design phase of the project began May 15, 2000 and will be based on these requirements.

# USER REQUIREMENTS IDENTIFIED AT THE MEETINGS

- Ability to change an individual's name/address.
- Ability to browse individuals by last name/DOB or last name/first name, vehicle id (VIN), and plate.
- Ability to browse corporate names.
- Ability to close out at the end of day (batches and financial reconciliation procedures).
- Record received inventory into the system.
- Receive cash, checks, money orders or travelers checks for payment. (Computer system keeps track and prints a receipt).
- Issue Cut Short Slips and Refunds as necessary.
- Ability to display title information by name/DOB, VIN, title #, or CTA #.
- Ability to print a certified copy of the registration.
- Ability to replace decals issued.
- Ability to replace plates (full set if in inventory).
- Ability to replace plates (order one or set to be mailed to the customer).
- Be able to browse registrations by owner, plate #, or VIN.
- Be able to swap plates under same owner with same expiration date.
- Ability to check availability and issue initial plates.
- Ability to change vehicle weight up to 26,000 lbs., not apportioned - APRO.
- Be able to renew registrations up to 26,000 lbs., not apportioned - APRO.
- Be able to transfer registrations up to 26,000 lbs., not apportioned - APRO.
- Process new registrations up to 26,000 lbs. (only for plates in inventory and initial plates, not apportioned - APRO).
- Enter title application information provided from the dealer.
- Enter title application information based on the title or c/o (care of).
- Issue temporary plates.
- Issue other plate types (HCAP, ANTI, VETE, NPURP, FPOW, SROD, AMBU, HRSE).
- Process all documents regardless of vehicle weights.
- Process Lease transfers.
- Reprint registrations without adjusting fees when an error is made.
- Allow for correction of errors.
- Process Boats Registrations.
- Process Carrier Registrations.
- Issue New Hampshire trailers VIN.
- Process Certificate for use of antique plate.
- Issue construction and antique trailer plates.
- Process Financial inquiries (close out of business day).
- Change or reset millage rates.  (May be a high security authorization in all offices).
- Transfer plate and decal inventory from one office location to another.
- Process Title corrections due to processing errors or surrenders.
- Issue Surviving spouse registration.
- Issue 60-Day Hardship Plate.
- Process Permanent (PERM) plate renewals.
- Perform all motor vehicle (MV) functions except apportionment (APRO), meaning IRP (International Registration Plan for heavy interstate trucks).

- Have one system for all municipalities to use.
- Integrate Red Book into the computer system.
- Process CTA - Certified Title Application (Automate printing of title applications). Have the computer print the applications vs. manually typing and then having to enter into the registration system.
- Ability to make corrections/updates and reprint after original registration takes place, and is completed all the way through the system.
- Have edits and cross edits (i.e.: DOB, VIN with Make and Model, Color, etc.). When something is incorrect, produce an appropriate error message.
- System should allow for integration and interfacing with other sub-system applications:
  Secretary of State (companies that have filed, including addresses), Registration, Inventory, Title, E.L.T. (Electronic Lien & Title),
  NMVTIS (National Motor Vehicle Title Information System) This is currently a pilot project under development. The system provides an electronic means to exchange titling, registration, brand, theft, and manufacturer's detailed data with other jurisdictions, law enforcement, prospective purchases and insurance carriers.
  Other NH State Agency applications such as Vital Records.
  Local DMV agent automated applications such as dog license, property tax, etc.
- When the NH DOS State Computer System is down, continue to process locally (off-line process).
- Be able to scan a bar coded/magnetic strip card and have registrant's information appear.
- System should be user-friendly for all town and state users with ease of navigation throughout the system.
- Process boat registrations online.
- Include Help function capability. When entering information, press a help key for assistance with explanations and proper codes to use with procedures. Be able to scroll back and forth without losing data. Retain data on a partially completed screen.
- Should be able to process one transaction to print the registration form, plate decals and validation at the same time. Have the decal number assigned as the plate number.
- Ability to control security and easily produce audits.
- Designed for 'Ease of Support':
  - Maintenance for scheduled implementations of hardware/software.
  - Future enhancements and release upgrades.
  - Remote software updates from Concord to local site if necessary.
- NH DOS DMV Central Help Desk should be available the same hours of operations as towns.
- Have established System Resources goals:
  - GOAL 100% utilization.
  - Time frame windows of availability.
  - What's practical usage?
- Develop a standard data backup and recovery plan.
- Allow for the ease of use between state and local town applications such as taxes, licensing, Secretary of State, vital records.
- Develop Security authorization criteria and levels for various staff. (passwords, supervisor, clerk, State, Town defined).

- Have audit trails and signature sign-off for monies transferred or adjusted.
  (to be state and town defined).
  Reissue of computer user ids should not happen when there is employee turnover.
  Each employee should have his/her own computer user id at all times.
- Allow for the breakdown of fees for registration, title, U.C.C. (Uniformed Commercial Code), etc., for town, state, and account commission fees for town.
- Have registration history available (2 year's minimum for agents). By VIN, display all registrations that took place, where, when, etc.
- Put data to sleep (make data inactive but available for reference).
- Improve communication - need to form a post-implementation steering committee to announce policies, procedures, etc.).
- Allow for query on fields (i.e.: color, address to see residency, bodystyle).
- Have the system check for driver history before registration is completed.
  PDPS (problem driver pointer system).
- Have daily cash reconciliation report process for state and municipality:
    - Two (2) year history available.
    - Audit trail for all transactions by user id.
    - Perform EFT (electronic funds transfer) from town bank to state bank from town/city location.
    - Improve town deposit process to state.
- A method of having unique reference numbers for leasing companies.
- System should populate fields with applicant's birth month and complete registration expiration month.
- A method of distinguishing leasing company *from private individuals.*
- Allow for credit card processing:
    - For state fee now.
    - Local/municipal fees at some point.
- Have a back up processing option when central computer system is down.
- Have the appropriate number of terminals supplied to the towns.
- Utilize Laser printers - proper paper and ink (no smudges).
- Have response time to be less than five (5) seconds (to be monitored).
- Be able to order supplies in an automated manner.
- Ability to print current date/time stamps to be available for use by law enforcement.
- Ability to do Town/City registration only. Mail the rest of registrations to the state for their portion.
- A method to identify and explain outstanding fees both debits and credits that are unresolved.
- Print a VIN issue for homemade trailers similar to printing plate decals.
- Training in all business transactions by having "hands on" training for NH DOS certification as an agent.
- Supply appropriate documentation to augment "hands on" training as necessary.
- Require cross check street and zip + 4.
- Expand address to include mailing/legal/registrant. Capture information but do not print on registration.

**REQUIREMENTS FROM MEETINGS IDENTIFIED AS**
**FUNCTIONS ONLY NH DOS CONCORD CAN PERFORM:**

- Print Registration listings from microfilm.
- Microfilm Registration forms for archival.
- Process APRO apportioned vehicles.
- Process Handicap permanent placards.
- Issue dealer temporary plates.
- Issue inspection stickers.
- Process Overweight permits.
- Change a VIN: Make an adjustment or change a VIN currently on the NH DOS Computer System.
- Process Out of state overweight trucks.  Accept and process completed certifications for out of state drivers to increase weight of their vehicles for NH roads.
- Issue Special Registration Plates (legislature, court, and supplemental plates).
- Process Foreign National – Register a person from another country with a temporary address in NH for six (6) months.  Individual does not have to go to the town first
- Release 60-Day Hardship Plate.
- Duplicate titles or replacement of a title. (Title Bureau Only).
- Process Name and company merges and mergers.  Financial Responsibility does individual merges and assigned supervisors do company mergers with all required proof.
- Process the changing of closeout totals.

**REQUIREMENTS NOT SELECTED AS A PRIORITY '1':**

- Automate integration to M/A account cash drawer (software possibly to automatically open).
- Customer to sign a verification similar to FedEx with digital pen.
- "One Stop" to do all business transactions (registration and title applications).
- Presently available in NH DOS Concord.
- Spot check of town's DMV work to ensure procedures are being followed and necessary paperwork is available for audit by the state/town.
- Print renewals for all vehicles per person on one letter.
- Edit vehicle with voter registration address.

**CURRENT QUESTIONS AND CONCERN LIST**

1. Check Administration Rule/Laws regarding owner swapping of vehicles.
2. Space availability in town offices to house equipment, supplies, etc.
3. State Agency integration of computer technologies (i.e.: vital records).
4. When mailing correspondence, use the town number on envelope for clerks and collectors to receive.
5. What are the documents required to register a vehicle or boat?
6. Are more resources required in some towns (personnel/hardware/software)?
7. How will Administration Rules and State Legislation Laws affect the automated system?
8. How will the M/A agents hours of operation impact the following:
   Centralize DOS State Computer facility?
   DMV Central Help Desk facility?
   DOS State Computer System Availability?
   Operating hours of M/A (hours, evenings, Sat., time open).
9. What constitutes residency?
10. To be researched: How we communicate law/rule changes?
11. What will be adequate M/A on site training?
12. Will agents have to perform all available functions or not be a municipal agent?
13. How many years of history are required online for DMV?
14. Single Registration
15. Perform all registrations except APRO apportioned?
16. How will displacement of inventory be handled/courier?
17. How will the process be rolled out?
18. Can we develop the system so Customers could pay with one check?
19. Will there be a pilot site rollout list developed? And how will it be developed?
20. Is Concord the pilot site by law?
21. Will there be a user manual for M/A's?

**RECOMMENDATION**

Design, develop, and implement an automated system based on those User Requirements deemed practical and feasible during the Logical Design phase. Those Requirements identified as adding unnecessary risk; cost or time for successful implementation shall be tabled for future phases.

Immediate future (next four to six months) tasks are:

- Develop the Logical Design by the Logical Design Team.
- Logical design walk-through meeting for Logical Design Team and direct stakeholders.
- Sign-off the Logical Design Document by previously determined critical stakeholders.